



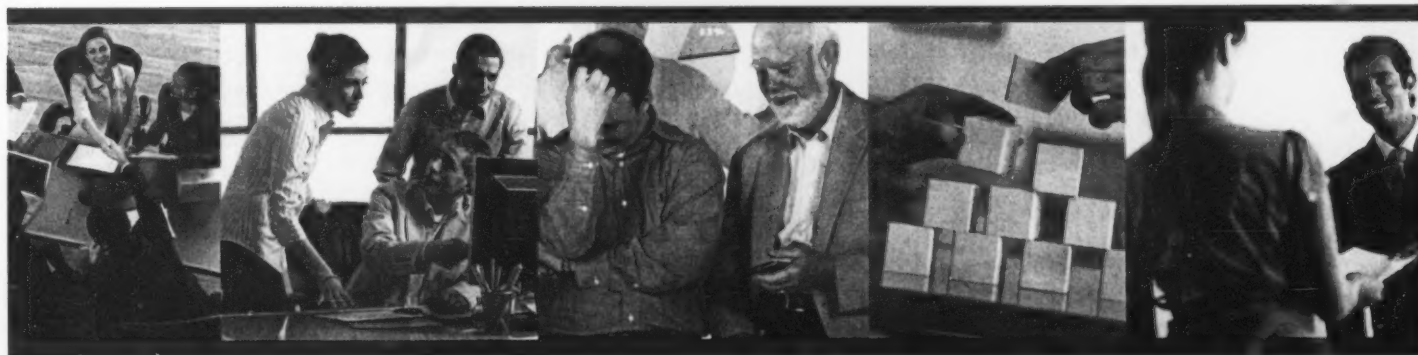
CANADA

Public Service  
Commission

# Annual Report

## 2007-2008

Building a strong public service for  
all Islanders

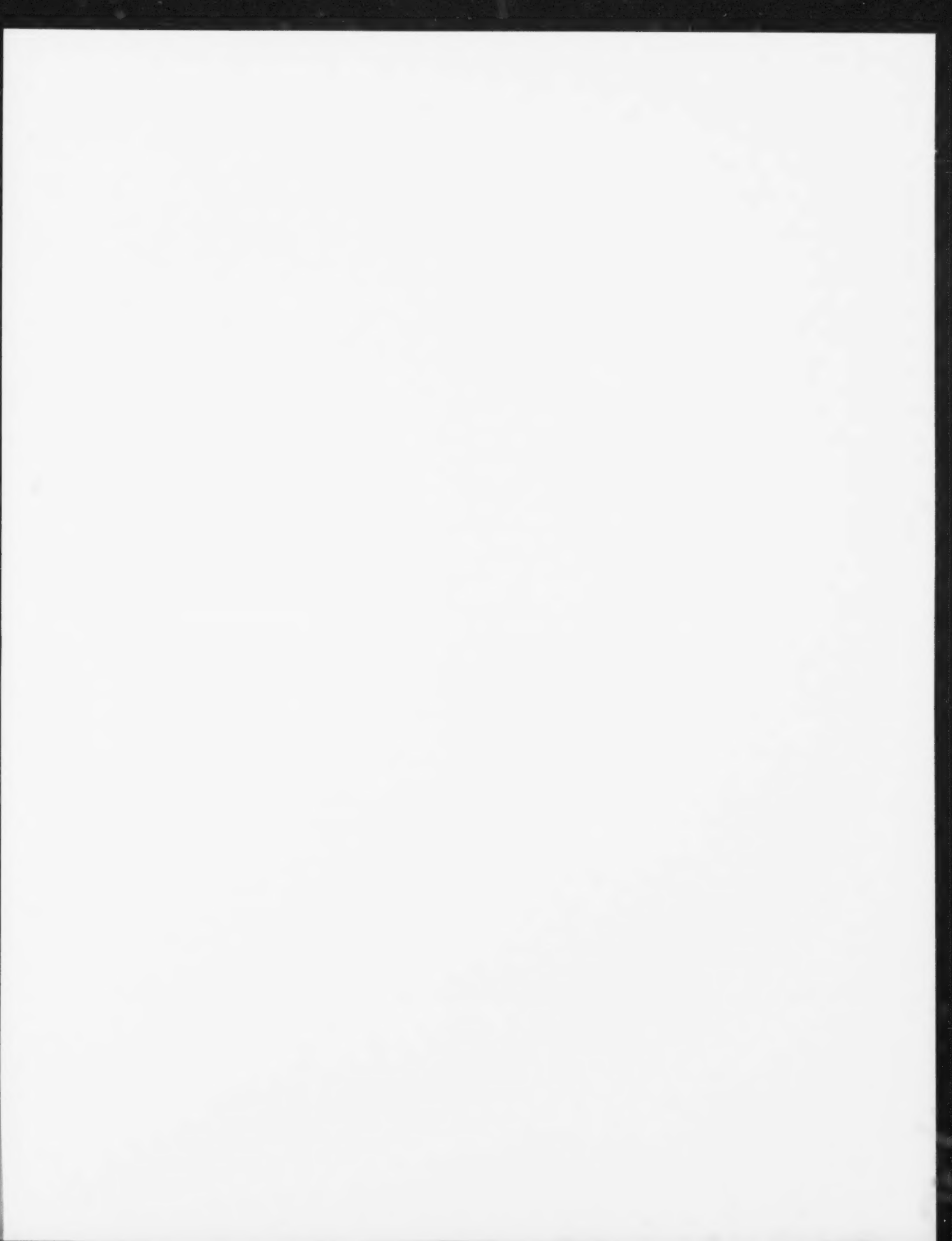


---

## Table of Contents

---

Chief Executive Officer's Message .....	1
Message du Directeur Général .....	3
Board Members .....	5
Executive Summary .....	7
Sommaire .....	13
Divisional Reports	
Staffing and HR Planning Division .....	17
Classification and Employee Relations Division .....	21
Corporate Services Division .....	24
PSC and the <i>French Languages Services Act</i> .....	26
La Commission de la fonction publique et la <i>Loi sur les services en français</i> .....	27
Organizational Chart .....	28
 Appendix A – Public Service Commission Budget .....	 29
Appendix B – Civil Service Establishment .....	30
Appendix C – Staffing Statistics .....	35
Appendix D – Classification Report .....	36



---

## Message From the Chief Executive Officer

---

Mr. Basil Haire, Chair  
PEI Public Service Commission  
PO Box 2000  
Charlottetown, PE C1A 7N8



Dear Mr. Haire,

It is my pleasure to provide you with our 2007-2008 Annual Report. This publication is a look back at the accomplishments of the past year, and a look forward to the challenges and opportunities for the future. Along the way, it pays credit to the exemplary work that our employees have completed this year, people who are committed to excellence in the Public Service.

The past year was one of transition for the Public Service Commission with the arrival of a new administration in June and the transfer of Pensions and Benefits to Provincial Treasury. What follows is a brief summary of our work over the past year.

The Public Service Commission completed work on the merged terms and conditions of employment of excluded (non-bargaining) employees. This merged document provided an opportunity to establish consistency with the documents that had existed independently in the health and civil sector.

Negotiations began with the Union of Public Sector Employees (UPSE) in an effort to create a new collective agreement between the union and the employer. These negotiations were ongoing at year end. Also, during the last year the Public Service participated in negotiations with some health sector unions.

The Public Service Commission continues to lead the initiative to introduce the PeopleSoft/Oracle (payroll/HRMS) solution in all government sectors. The implementation with the health sector was completed in the summer of 2007 and the civil sector followed in the summer of 2008.

During the past 12 months, the Public Service Commission provided leadership on the review of the student rates of pay for employment with the provincial workforce. This review included many elements, including a regional overview, compensation variables dependant on education levels and the need to establish a benchmark that didn't isolate the private sector.

The introduction of Ceridian Canada Ltd. into our learning environment was welcomed during the past year. Ceridian provides facilities, e-learning and classroom training for a variety of organizational needs. The Public Service Commission, in collaboration with HR managers, facilitated focus groups to assist with defining the corporate learning needs.

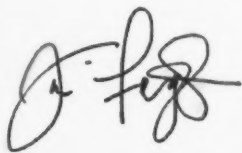
The Public Service Commission conducted the 2007 Workplace Diversity Survey within the public service. The objective of the survey was to provide an overview and profile of the provincial civil service associated with the following five designated groups: Aboriginal Persons, Persons in a Visible Minority Group, Persons with a Disability, Women in Management, and Men and Women in Non-Traditional Occupations.

In September 2007, the partnership with the Canada School of Public Service came to a close and the province began to explore different options for delivery of French language training. A new program from Collège universitaire de Saint Boniface, Manitoba, was piloted with great success, permitting health employees to learn French in the context of a health care environment

The Employee Assistance Program assists employees in dealing with personal or work related issues which affect their work life. The program also supports managers and directors in addressing personnel and work related problems at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employer's needs. This past year, following the Workforce Renewal Program, resulted in an increase in the caseload of the Employee Assistance Program.

In closing, I want to recognize the invaluable efforts of the Public Service Commission staff this past year, in providing assistance to those in the civil, health and education sectors during an aggressive period of transition. Your dedication in providing a fair, equitable and transparent process for all is to be commended.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'J. Ferguson', with a stylized flourish at the end.

Jim Ferguson, CEO  
Public Service Commission

## Message du directeur général

Monsieur Basil Haire, président  
Commission de la fonction publique de l'Î.-P.-É.  
C.P. 2000  
Charlottetown, PE C1A 7N8



Monsieur,

Je suis heureux de vous présenter notre rapport annuel de 2007-2008. En plus de rendre compte des réalisations de l'année dernière, le rapport annuel fait état des défis et des possibilités qui se dessinent pour l'avenir. En cours de route, le rapport souligne le travail exemplaire que nos employés ont réalisé cette année, des gens de la Fonction publique qui visent l'excellence.

L'année qui vient de s'écouler en a été une de transition pour la Commission de la fonction publique en raison de l'arrivée d'une nouvelle administration en juin et le transfert de la Division des pensions et des avantages au Trésor provincial. Ce qui suit est un sommaire de notre travail au cours de la dernière année.

La Commission de la fonction publique a terminé le travail sur le fusionnement de conditions d'emploi des employés exclus des négociations. Ce document fusionné a permis d'établir une certaine uniformité avec les documents qui existaient de façon indépendante dans les secteurs de la santé et de la fonction publique.

Les négociations ont commencé avec le Syndicat des employés de la fonction publique (SEFP) afin de tenter de créer une nouvelle convention collective entre le syndicat et l'employeur. Ces négociations se poursuivaient toujours à la fin de l'année. De plus, au cours de la dernière année, la Commission de la fonction publique a joué un rôle de premier plan à la table de négociation avec le secteur de la santé

La Commission de la fonction publique continue à diriger l'initiative d'introduire PeopleSoft/Oracle (paie/gestion des ressources humaines) dans tous les secteurs gouvernementaux. La mise en oeuvre, pour ce qui est du secteur de la santé, s'est terminée à l'été 2007 et la fonction publique a suivi en été 2008.

Au cours des douze derniers mois, la Commission de la fonction publique a dirigé la révision des taux de salaire pour les étudiants qui se joindront à l'effectif du gouvernement provincial. Cette révision comprenait plusieurs éléments y compris un aperçu régional, des variables de compensation en fonction des niveaux d'éducation et le besoin d'établir des standards qui n'isoleraient pas le secteur privé.



L'an dernier, nous avons introduit Ceridian Canada Ltd. à notre environnement de formation. Ceridian offre des installations, des possibilités d'apprentissage en ligne et de la formation en salle de classe répondant à une variété de besoins organisationnels. La Commission de la fonction publique, en collaboration avec les gestionnaires des ressources humaines, mène des groupes de réflexion pour aider à définir les besoins d'apprentissage organisationnel.

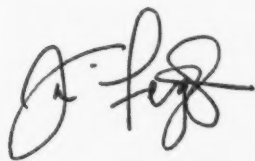
La Commission de la fonction publique a mené le Sondage sur la diversité en milieu de travail 2007 auprès de la fonction publique. L'objectif du sondage était de donner un aperçu et un profil de la fonction publique provinciale associée aux cinq groupes désignés suivants : Autochtones, membres de minorités visibles, personnes handicapées, les femmes en gestion et les hommes et les femmes dans des domaines d'emplois non traditionnels.

En septembre 2007, le partenariat avec l'École de la fonction publique du Canada s'est terminé et la province a commencé à explorer différents moyens d'offrir la formation linguistique en français. Un nouveau programme du Collège universitaire de Saint-Boniface au Manitoba a été piloté avec grand succès, permettant aux employés du domaine de la santé d'apprendre le français dans le contexte de soins de santé.

Le Programme d'aide aux employés aide les employés à composer avec des problèmes personnels ou liés au travail qui affectent leur vie au travail. Le programme appuie également les gérants et les directeurs, les aidant à aborder des problèmes de personnel et de travail à leur tout début pour améliorer les chances d'arriver plus tôt que tard à une résolution satisfaisante pour l'individu et pour l'employeur. Au cours de l'année, à la suite du Programme de renouvellement de la main-d'oeuvre, il y a eu une augmentation du nombre de cas présentés au Programme d'aide aux employés.

En terminant, je veux reconnaître les efforts inestimables du personnel de la Commission de la fonction publique au cours de la dernière année en vue de soutenir les gens des secteurs de la fonction publique, de la santé et de l'éducation lors de cette importante période de transition. Je tiens à vous féliciter pour votre dévouement continu à l'établissement d'un processus juste, équitable et transparent.

Respectueusement soumis,



Jim Ferguson, directeur général  
Commission de la fonction publique

## The PEI Public Service Commission Board Members



**Basil Haire, Chair**

Mr. Haire is currently a private consultant whose work includes sessional lecturer at UPEI, and instructor, facilitator and advisor on organizational review issues. He has a lengthy career in the education sector as teacher, guidance counsellor and administrator and most recently has also worked in administration in the health sector.

Mr. Haire resides in Summerside, PEI.



**Rita Ryan-Sabada**

Mrs. Ryan-Sabada is a retired provincial public service employee. She has extensive experience working with the Union of Public Sector Employees on behalf of provincial employees. She is an avid volunteer and an active member of the community. Her appointment to the PEI Public Service Commission Board is for a five-year term, effective from January 23, 2007.

Mrs. Ryan-Sabada currently resides in Charlottetown, PEI.

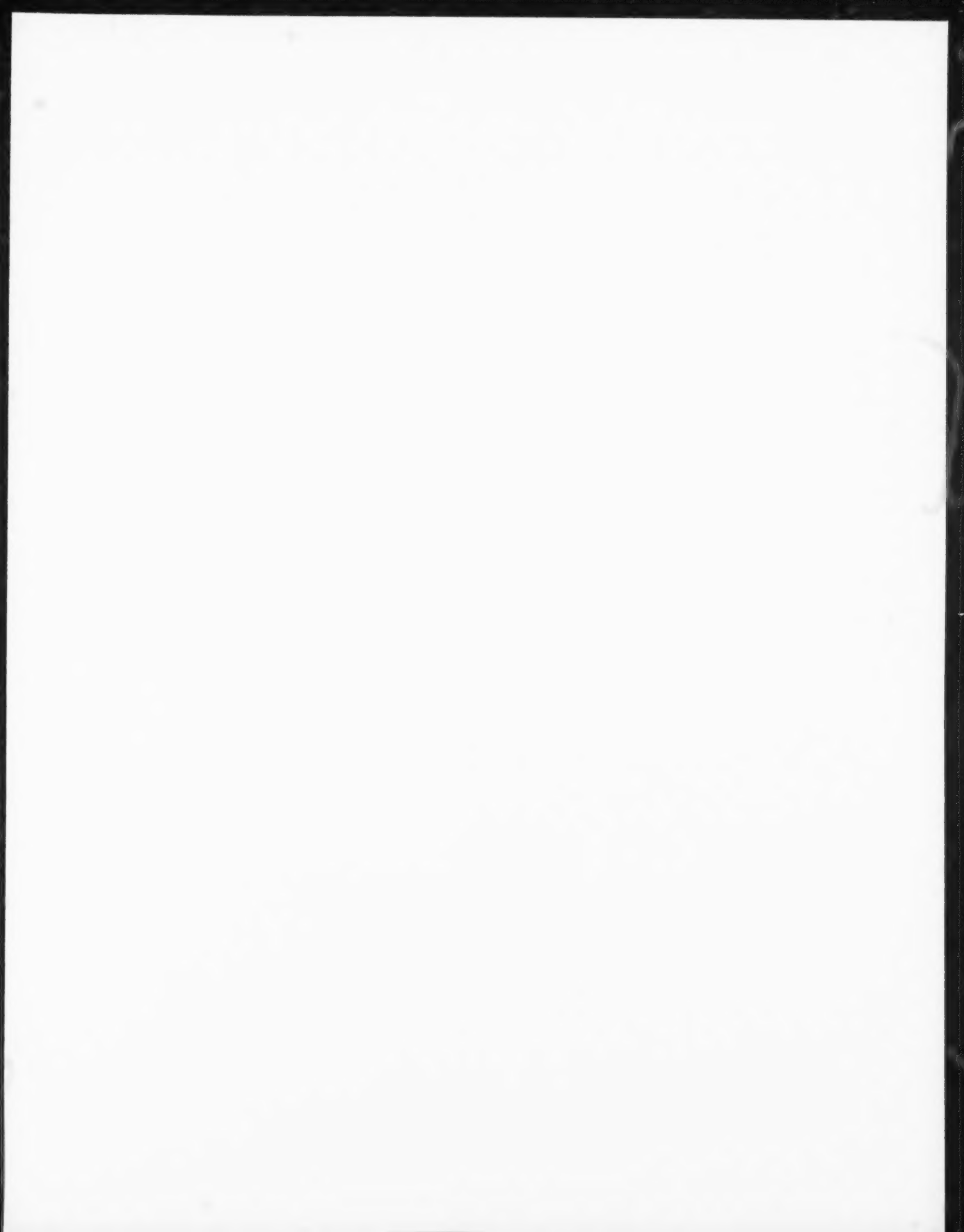


**Warren MacLean**

Mr. MacLean is a private sector owner and operator of an Island tree farming business. He is an active member of his community. He was appointed to the PEI Public Service Commission Board on January 23, 2007, for a five-year term.

Mr. MacLean resides in Iris, PEI.





---

## Executive Summary

---

During the 2007-2008 fiscal year, the Public Service Commission (PSC) demonstrated its continued commitment to provide quality human resource programs and services. As in previous years, the PSC had a large and complex workload. This summary provides an overview of the PSC and summarizes the highlights of the year.

The mandate of the Public Service Commission (PSC) as outlined in the *Civil Service Act* is to:

- maintain a professional and independent civil service;
- provide a service which is responsive and flexible to the public's needs;
- foster a constructive working relationship among the government, its employees and their representatives;
- foster the development of a public service that is representative of the province's diversity.

The PSC fulfills its mandate by providing human resource leadership and services that support public service excellence and capacity to deliver government's programs and services through advice and assistance in the following areas: human resource planning, employer and employee relations, learning and development, quality of human resource processes and systems, employee health, safety and well-being as well as quality of human resource legislation, regulation, policy and collective agreements.

During 2006-2007, with the retirement of the Director of Classification and Employee Relations, a temporary organization structure was created that divided the leadership role between two directors. However, for the purposes of this report, the information is presented according to the original administrative structure described below.

The commission is organized into three divisions:

1. Staffing and Human Resource Planning Division includes: Staffing and Recruitment, Human Resource Planning and Diversity Management;
2. Classification and Employee Relations includes: Labour Relations, Classification, Occupational Health and Safety as well as the Employee Assistance Program;
3. Corporate Services includes: Payroll Administration, Corporate Services, Systems and Administration, French Language Training, as well as the Training and Development Funds.

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity management, human resource planning as well as learning and development initiatives.

There was a significant increase in staffing activity with 2,344 competitions being completed, compared to 1,636 competitions in the previous year. There were 644 competitions in the civil sector and 1,700 in the Department of Health. This increase in the staffing activity was due to several factors including retirements, internal movement and external recruitment.

A diverse workplace continues to be a high priority for government. By the end of the fiscal year there were 469 registered candidates in the diversity inventory which includes 293 persons with disabilities, 32 individuals of aboriginal ancestry and 144 members of visible minority groups. With the financial assistance from other departments the PSC recruited eight individuals under the diversity program. In addition six summer job placements were offered to students who belong to diversity groups. Strategically the PSC continues to provide diversity workshops and information sessions to government

departments and to strengthen our working relationships with community organizations.

The 2007 Annual Premier's Award for Diversity Leadership was presented to Kathleen Eaton representing the Provincial Library Service.



Left to right: Premier Robert Ghiz, Kathleen Eaton and Thilak Tennekone

In spring 2007 a Corporate Human Resource Plan was drafted in consultation with departments. The plan responds to the critical human resource issues that are facing the public service which include: current labour force and public service work force demographics, the importance of employee engagement for the retention of employees, the need for ongoing learning and development for employees, increasing client expectations for complex and diverse services and the shortage of human resources to meet expectations.

Throughout 2007/2008 the Corporate HR Planning Consultant represented Prince Edward Island on the Inter-jurisdictional HR Metrics and Measures Working Group that developed 14 common human resource measures/metrics. In addition, Prince Edward Island also joined the Employee Engagement Inter-jurisdictional Team that is developing research tools and best practices to increase employee engagement.

During this fiscal year there was renewed corporate commitment to learning and development for employees. Government made a significant investment in learning by entering into a contract with Ceridian Canada to provide training and skills development services for members of the public service.

The Classification and Employee Relations Division provides classification services to the civil service in accordance with the *Civil Service Act* and to the health sectors, regional school boards, the Food Technology Centre with the Department of Innovation and Advanced Learning as well as the Prince Edward Island Business Development Inc. and to other public sector organizations on a contractual basis.

Approximately 496 classification reviews were conducted by staff during the year. The Classification staff participated in seven appeal hearings. As well, the division continued to be a partner in the Atlantic Benchmark Project, as described in previous annual reports.

The Labour Relations section continued to provide advice and assistance with disciplinary matters and workplace harassment as well as assisting with resolutions for grievances and work site problems. The collective agreement between the Province of PEI and the Union of Public Sector Employees for the Civil Service expired on March 31, 2007. Negotiations began on March 28, 2007, and were still ongoing at the end of the fiscal year on March 31, 2008. In addition, labour relations advice was provided to some departments which were undergoing reorganization. Also, consultations took place with the Union of Public Sector Employees on a number of payroll initiatives.

The Employee Assistance Program reported 427 new cases from the civil service, health and education sectors, an increase of 80 cases over the previous year. This increase reflects research that suggests to expect an increased demand for support two or three years after a large reorganization such as the last Workforce

Renewal Program. To support a healthy work force, workshops on conflict resolution and/or stress management were provided to 215 participants.

The Occupational Health and Safety Program (OHS) continued to provide training and consultation services. A total of 448 employees attended training in the following areas: office ergonomics, confined spaces, fall protection, workplace inspections, accident investigations, responsibilities of OHS committees and representatives, back care, safety for young workers, WHMIS and federal Bill C-45.

Other OHS activities included 119 hearing tests, 10 indoor air quality tests and one work place inspection.

The number of accidents resulting in time lost from work was down to 24 from 31 in the previous year. There were 85 employee incidents with no time lost from work.

Ergonomic assessments of office work stations are increasingly requested as employees spend more time working at their computers. 72 work stations were assessed and recommendations made. This year four employees who received long-term disability benefits were involved in a rehabilitation program and returned to work.

The Corporate Services Division provides leadership and support in the areas of payroll administration, systems administration, corporate services as well as French language training.

The Corporate Services and Finance section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Corporately this section is responsible for ensuring the ongoing updating of the Human

Resource Policy and Procedures manual. In addition, this section coordinates the Human Resource Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR related issues.

Learning and development funds were available to individuals and employee groups to foster career development and ultimately to improve service delivery to Islanders. The unionized fund included \$250,000 while \$100,000 was allocated for the excluded fund (\$50,000 for health excluded employees and \$50,000 for excluded Civil Service employees). Each fund has an approval committee with the Public Service Commission providing administration services for both funds.

During this year the 1998 federal/provincial partnership which offered joint language training drew to a close to respond to changing mandates. The province conducted a study in June of 2007 to explore new delivery options. A new program was piloted on-site for health employees in Summerside. At this time there were 70 bilingual designation positions across the public service, with a total of approximately 200 bilingual employees.

A part-time training program continued to provide French language training. This program had an enrolment of 266 students spread out over 40 classes. In addition, French Language Training conducted approximately 30 interviews at the request of the Staffing and Human Resource Planning Division to verify that new employees being hired for bilingual positions have an adequate level of French.

The Public Service Commission continues to lead the corporate initiative for an upgraded and integrated payroll and Human Resource Management System. In June 2007, the departments of Health and Social Services and Seniors implemented the Peoplesoft

HRMS/Payroll system. The completion of this project is targeted for 2009.

The PSC organized the Long Term Service Recognition Program. On June 14, 2007, Premier Ghiz hosted a luncheon to honour 139 employees with more than 20 years or more of continuous service:

- 49 of whom have 20 years of continuous service,
- 41 who have 25 years of continuous service,
- 45 with 30 years, and
- four employees with 35 years of continuous service.

PSC continued to coordinate the Employee Innovation Awards Advisory Program. The program was created to encourage innovation within the Public Service and recognize and reward employees and teams for suggesting innovations which are implemented and which significantly reduce Government costs, improve service to the public or result in improvement to workplace safety or wellness.



*Left to right: Edith MacDonald, Program Co-ordinator of Employee Innovation Awards Program; Hon. Ron MacKinley, Minister of Transportation and Public Works, Betty Belaire, employee of Transportation and Public Works, Shane Fisher, Chair of the Employee Innovation Awards Program; and Bob Clow, employee of Transportation and Public Works*

During the year 16 new suggestions were received bringing the total of suggestions the program received since the program was launched in the spring of 1998 to be 257. Transportation and Public Works won the plaque for the most suggestions submitted by employees of the department and for the most suggestions implemented by employees of a department. The Departmental Award was presented to the Department of Fisheries, Aquaculture, and Rural Development for their implementation of the Single Window Access Technology (SWAT). They acknowledged that the assistance of Provincial Treasury ITSS employees in the development of this program was essential to its development.

These highlights demonstrate the variety of activities that the Public Service Commission pursues in fulfilling its mandate of providing strategic human resource leadership, management and administrative programs and services.



*Left to right: Richard Gallant, Deputy Minister, Fisheries, Aquaculture, and Rural Development; Jim Ferguson, CEO, Public Service Commission; Carol Mayne, Director of Single Window Service; Anne Marie Gallant, SWAT Administrator; Shane Fisher, Chair of the Employee Innovation Awards Program; Terry MacCormac, ITSS; Paul Jelley, Deputy Minister of Provincial Treasury. Missing from the photo: Ed Malone, Scott Cudmore and Judy Blakney.*



*Premier's Long-term Service Award Recipients  
Récipiendaires des récompenses du Premier ministre  
pour longs états de service*







---

## Sommaire

---

Au cours de l'exercice financier 2007-2008, la Commission de la fonction publique (CFP) a manifesté son engagement à fournir des programmes et services de qualité en matière de ressources humaines. Comme les années passées, la CFP avait une charge de travail importante et complexe, et le présent sommaire offre un survol de la CFP et résume les faits saillants de l'année.

Le mandat de la CFP, selon la *Civil Service Act* (loi sur la fonction publique), est le suivant :

- assurer l'indépendance et le professionnalisme de la fonction publique;
- fournir un service souple et adapté aux besoins du public;
- favoriser des relations de travail constructives entre le gouvernement, son personnel et ses représentants;
- favoriser l'essor d'une fonction publique à l'image de la diversité de la province.

La CFP exécute son mandat en assumant son rôle de chef de file et en offrant des services en matière de ressources humaines qui appuient l'excellence dans la fonction publique et la capacité du gouvernement d'offrir des programmes et des services. Pour ce faire, elle lui fournit de l'aide et des conseils dans les secteurs essentiels suivants : planification des ressources humaines, relations patronales/syndicales, apprentissage et perfectionnement, qualité des systèmes et processus des ressources humaines, santé, sécurité et mieux-être du personnel, qualité des lois, des règlements et des politiques relatives aux ressources humaines, et qualité des conventions collectives.

Le départ à la retraite, en 2006-2007, du directeur de la classification et des relations de travail a mené à la mise sur pied d'une structure provisoire séparant la direction entre deux titulaires de postes. Toutefois, dans le présent rapport, l'information est présentée en fonction

de la structure administrative initiale décrite ci-dessous.

La Commission est structurée en trois divisions :

1. Division de la dotation et de la planification des ressources humaines : Dotation et recrutement, Planification des ressources humaines, Gestion de la diversité;
2. Division de la classification et des relations de travail : Relations de travail, Classification, Santé et sécurité au travail, Programme d'aide aux employés;
3. Division des services généraux : Administration de la paie, Services généraux, Systèmes et administration, Formation linguistique en français, Fonds de formation et de perfectionnement.

La Division de la dotation et de la planification des ressources humaines assume un rôle de chef de file et fournit des services dans les domaines du recrutement, de la dotation, de la gestion de la diversité, de la planification des ressources humaines ainsi que des initiatives de formation et de perfectionnement.

L'activité de dotation a beaucoup augmenté avec le parachèvement de 2 344 concours, contre 1 636 concours l'année précédente. Il y a eu 644 concours dans le secteur des affaires publiques et 1 700 au ministère de la Santé. Cette intensification de l'activité de dotation est attribuable à plusieurs facteurs, dont les départs à la retraite, les mouvements de personnel internes et le recrutement externe.

La diversité du milieu de travail continue d'être au cœur des priorités du gouvernement. À la fin de l'exercice financier, le registre ayant trait à la diversité comptait 469 candidats, dont 293 personnes ayant une invalidité, 32 personnes d'ascendance autochtone et 144 membres des groupes des minorités visibles. La CFP a pu recruter huit personnes dans le cadre du programme de la diversité, grâce à l'appui

financier d'autres ministères. En outre, six emplois d'été ont été proposés à des étudiants appartenant à des groupes des minorités visibles. La CFP continue d'offrir de façon stratégique des ateliers sur la diversité et des séances d'information aux ministères, tout en renforçant les relations de travail entre le gouvernement et les organismes communautaires.

Le prix annuel du premier ministre pour le leadership en matière de diversité 2007 a été remis à Kathleen Eaton qui représente le Service des bibliothèques publiques.



*De gauche à droite: Le Premier ministre Robert Ghiz, Kathleen Eaton et Thilak Tennekone*

Au printemps 2007, un plan gouvernemental des ressources humaines a été élaboré de concert avec les ministères. Le plan s'attaque aux enjeux les plus pressants en matière de ressources humaines dans la fonction publique, lesquels comprennent : les caractéristiques démographiques de la population active et de la fonction publique, l'importance de l'engagement des employés pour le maintien de l'effectif, la nécessité d'assurer de façon continue la formation et le perfectionnement des employés, l'augmentation des attentes de la clientèle qui exige des services à la fois complexes et diversifiés, puis l'insuffisance des ressources humaines pour répondre aux attentes.

En 2007-2008, le conseiller interministériel en planification des RH a représenté

l'Île-du-Prince-Édouard au sein du groupe de travail intergouvernemental conjoint de métrologie des ressources humaines qui a élaboré 14 mesures communes des ressources humaines. De plus, l'Île-du-Prince-Édouard a aussi joint les rangs de l'équipe intergouvernementale pour l'engagement des employés qui s'affaire à élaborer des outils de recherche ainsi que des pratiques exemplaires en vue d'accroître l'engagement de l'effectif.

Au cours de l'exercice, l'engagement a été renouvelé envers la formation et le perfectionnement des employés. Le gouvernement a fait un investissement important dans la formation en signant un contrat avec Ceridian Canada pour la prestation de services de formation et de perfectionnement des compétences à l'intention des membres de la fonction publique.

La Division de la classification et des relations de travail fournit des services de classification à la fonction publique en vertu de la *Civil Service Act*. Elle fournit également des services de classification sur une base contractuelle au secteur de la santé, aux commissions scolaires régionales, au Centre de technologie alimentaire qui relève du ministère de l'Innovation et des Études supérieures ainsi qu'à Prince Edward Island Business Development Inc. et à d'autres organismes du secteur public.

Au cours de l'année, le personnel a effectué environ 496 examens de classification et a pris part à 7 audiences en appel. La Division a poursuivi sa participation à titre de partenaire du Projet d'évaluation de l'Atlantique, décrit dans les rapports annuels précédents.

La Section des relations de travail a, quant à elle, continué de fournir des conseils et de l'aide en ce qui a trait aux questions disciplinaires et à celles de harcèlement en milieu de travail. La convention collective entre la Province de l'Î.-P.-É. et le Syndicat des employés de la fonction publique pour les employés de la fonction publique a pris fin le 31 mars 2007. Les négociations ont débuté le 28 mars 2007 et se poursuivaient toujours à la fin de l'exercice

terminé le 31 mars 2008. De plus, des conseils en matière de relations de travail ont été prodigués à certains ministères faisant l'objet d'une réorganisation. Des consultations ont aussi eu lieu avec le Syndicat des employés de la fonction publique au sujet d'un certain nombre d'initiatives relatives à la paie.

Le Programme d'aide aux employés a rapporté 427 nouveaux cas parmi les employés de la fonction publique et des secteurs de la santé et de l'éducation, soit une hausse de 80 cas par rapport à l'exercice précédent. Cette augmentation confirme les études qui mentionnent qu'il faut s'attendre à une hausse de la demande d'aide deux à trois ans après une importante réorganisation telle que la mise en œuvre du Programme de renouvellement des effectifs. Dans un effort visant à appuyer un effectif sain, on a offert des ateliers sur la résolution de conflits et la gestion du stress à plus de 215 participants.

Le Programme de santé et sécurité au travail (SST) a continué de fournir des services de formation et de consultation. En tout, 448 employés ont suivi une formation dans les domaines suivants : l'ergonomie au bureau, les espaces clos, la prévention des chutes, l'inspection des lieux de travail, les enquêtes d'accident, la responsabilité des comités et des représentants en SST, le soin du dos, la sécurité des jeunes travailleurs, le SIMDUT et le Projet de loi fédéral C-45.

Ont aussi été effectués dans le cadre du programme de SST 119 examens auditifs, 10 analyses de la qualité de l'air intérieur et une inspection de lieu de travail.

Le nombre d'accidents causant une absence du travail a chuté de 31 à 24. Le nombre d'incidents impliquant des employés mais ne causant pas d'absence du travail a été de 85.

Comme le personnel passe plus de temps à travailler à l'ordinateur, il y a eu une augmentation des demandes d'évaluation ergonomique des postes de travail. Une

évaluation et des recommandations ont été faites pour 72 postes de travail. Cette année, quatre employés qui recevaient des prestations d'invalidité de longue durée ont participé à un programme de réadaptation et sont revenus au travail.

La Division des services généraux assume son rôle de chef de file et offre du soutien dans les domaines de l'administration de la paie, de l'administration des systèmes, des services généraux ainsi que de la formation linguistique en français.

La Section des services généraux et des finances oriente toutes les initiatives et activités des divisions, notamment l'élaboration et la gestion du budget de la CFP. Elle fournit régulièrement des conseils sur des questions variées d'ordre financier et administratif.

Cette section veille à la mise à jour constante du manuel de politiques et de procédures du gouvernement en matière de ressources humaines. Elle veille en outre à coordonner le groupe des gestionnaires des ressources humaines qui se réunissent mensuellement afin de partager des idées, d'échanger de l'information au sujet des initiatives en cours, de fournir des commentaires sur les politiques et procédures, puis de discuter de questions relatives aux RH.

Des fonds destinés à l'apprentissage et au perfectionnement ont été mis à la disposition d'employés individuels et de groupes d'employés afin de favoriser leur développement professionnel et améliorer en fin de compte la prestation de services aux Insulaires. Le fonds destiné aux travailleurs syndiqués comptait 250 000 \$ et celui destiné aux travailleurs exclus comptait 100 000 \$ (dont 50 000 \$ pour les travailleurs exclus du secteur de la santé et 50 000 \$ pour les employés exclus de la fonction publique). Chaque fonds dispose de son propre comité d'approbation et la CFP procure les services administratifs nécessaires pour chacun des fonds.



Au cours de l'année, le partenariat fédéral-provincial conclu en 1998 qui permettait d'offrir de la formation linguistique conjointe a pris fin en raison de la modification des mandats. La province a effectué une étude en juin 2007 afin d'examiner les nouvelles options. Un nouveau programme à l'intention des employés du ministère de la Santé a été mis à l'essai sur place, à Summerside. Il y avait 70 postes bilingues dans l'ensemble de la fonction publique et environ 200 employés bilingues au total.

Un programme à temps partiel a permis de continuer à donner de la formation linguistique en français. Ce programme particulier comptait 266 participants qui ont assisté à plus de 40 classes. En outre, la Formation linguistique en français a procédé, à la demande de la Division de la dotation et de la planification des ressources humaines, à 30 entrevues d'évaluation visant à déterminer que les employés nouvellement embauchés dans des postes bilingues disposaient d'un niveau de maîtrise du français adéquat.

La CFP est toujours à la tête de l'initiative gouvernementale visant à établir un système intégré de gestion de la paie et des ressources humaines. En juin 2007, les ministères de la Santé ainsi que des Services sociaux et des Aînés ont instauré le système intégré de gestion de la paie et des ressources humaines de Peoplesoft. Ce projet devrait être achevé en 2009.

La CFP a mis sur pied le programme de reconnaissance de longs états de service. Le 14 juin 2007, le premier ministre Ghiz a organisé un déjeuner afin de rendre hommage à 139 employés qui comptaient au moins 20 ans de service :

- 49 comptaient 20 années service ininterrompu;
- 41 avaient 25 années service;
- 45 avaient 30 années service;
- 4 avaient accumulé 35 années de service.

La CFP a continué de coordonner le Programme de mérite pour l'innovation, un programme consultatif qui s'adresse aux employés. Le programme a été créé afin d'encourager l'innovation au sein de la fonction publique. Il permet de souligner et de récompenser les employés et les équipes qui proposent des innovations, dont la mise en œuvre a permis de réduire considérablement les coûts de l'État, d'améliorer le service à la population ou d'accroître la sécurité ou le bien-être au travail.

Au cours de l'année, on a examiné 16 nouvelles suggestions, ce qui porte à 257 le nombre total de suggestions reçues depuis l'instauration du programme au printemps de 1998. Le ministère des Transports et des Travaux publics a remporté le prix pour le plus grand nombre de suggestions présentées par les employés d'un ministère et pour le plus grand nombre de suggestions mises en œuvre par les employés d'un ministère. Le prix ministériel a été remis au ministère des Pêches, de l'Aquaculture et du Développement rural pour la mise en œuvre de la technologie du guichet d'accès unique (SWAT). On reconnaissait ainsi que la contribution des employés des Services partagés en TI du Trésor provincial à la mise au point de ce programme avait été essentielle.

Ces faits saillants font ressortir la diversité des activités auxquelles prend part la CFP dans le cadre de son mandat qui consiste à exercer un leadership stratégique en matière de ressources humaines ainsi qu'à offrir des programmes et des services de gestion et d'administration.

---

## Staffing and Human Resource Planning Division

---

The Staffing and Human Resource Planning Division provides leadership and service delivery in the areas of recruitment, staffing, diversity management, human resource planning, and learning and development initiatives. The division is also responsible for the French Language Training Program and the Employee Assistance Program, under a temporary reorganization of the commission.

### ***Staffing and Recruitment Activity***

The PEI Public Service Commission provides staffing services to the various government departments, including the Department of Health, in accordance with hiring practices outlined in legislation, various collective agreements and policy.

The staff of this section are located in various centres across the province and assist the employer in the selection of qualified staff using a process of candidate screening, testing (if required), interviewing, referencing and appointment.

The selection process is based on a set of guiding principles:

- decisions are to be made on the basis of the merit principle of qualifications, relative ability, knowledge and skills;
- objectivity, fairness and consistency guide selection activity;
- confidentiality must be maintained by all staff involved.

### ***Staffing Activity***

Staffing activity increased in both the civil and health sectors this year, with 644 competitions in civil and 1,700 in the Department of Health. This increase in the staffing activity was due to several factors including the removal of restrictions on external hiring. This trend of filling positions from the public will increase due to the age of employees, shortages in certain professions and various succession planning practices.

The Seasonal Hiring Program, which had been on hold since 2005 due to work force reduction efforts, was reactivated in July 2007. The program's mandate was to receive and process applications for seasonal jobs which could not be filled through the recall process.

### ***Human Resource Planning***

In spring 2007 a Corporate Human Resource Plan was drafted in consultation with departments. The draft plan responds to the critical human resource issues that are facing the public service which include: current labour force and public service work force demographics, the importance of employee engagement for retention of employees, the need for ongoing learning and development of employees, increasing client expectations for complex and diverse services, and the shortage of human resources to meet expectations.

The draft plan includes four integrated strategies which effectively create a succession management framework for the public service:

- recruit employees that meet the needs of government
- retain employees that provide excellent programs and services
- develop a culture of learning in the public service



- review and modernize human resource policy, processes and practices

Some of the anticipated results are recruitment of youth, improved leadership development opportunities and transition planning for retirement.

Throughout the 2007/2008 fiscal year, the Corporate HR Planning Consultant represented Prince Edward Island on the Inter-jurisdictional HR Metrics and Measures Working Group (IMMWG). The working group developed 14 common human resource measures/metrics which enable the participating jurisdictions to compare themselves against these indicators of HR performance and share best practices information.

Prince Edward Island also joined the Employee Engagement Inter-jurisdictional Team (EEIT) in February 2008. From its inception in 2006 participating jurisdictions have shared their knowledge and expertise in developing useful research tools and practical processes. Jurisdictions worked together to develop a methodology for bench marking as well as a protocol for pooling and sharing results in a confidential manner. In 2008 there were 11 jurisdictions that use a common employee engagement model with common questions. This cooperation has provided the opportunity for jurisdictions to see how they are fairing in comparison to the national average and the best in class within the public sector. Thanks to the work that was done by the EEIT work group, the PSC led a corporate employee survey planning activity with human resource manager representation from all civil departments.

The information gathered as a result of these initiatives may be used to inform strategic human resource planning and decisions.

## ***Learning and Development***

During the 2007/2008 fiscal year the renewed corporate commitment to learning and development programs for employees was demonstrated through several initiatives.

Government made a significant investment in learning by entering into a contract with Ceridian Canada to provide training and skills development services for members of the public service. A training plan was developed to address the learning needs identified in an assessment that was conducted throughout government. The learning needs reflect the importance of learning in leadership and management development, succession planning and the engagement and retention of employees.

The one year contract was managed by the Public Service Commission with the support of an implementation team with representation from government departments. Employees were offered a range of classroom seminars as well as an opportunity for independent e-learning. A highlight was the Aspiring Managers program where employees were able to explore the competencies of effective management and assess whether management may be a viable career option for them. Evaluations of the classroom programs occurred on an ongoing basis while focus groups were conducted to evaluate the effectiveness of the e-learning program.

The corporate training and development funds for unionized and excluded employees continued to be a popular avenue for employees to access learning opportunities. These funds (\$250,000 for the unionized fund and \$100,000 for the excluded fund) are available to individuals and employee groups. The funds are meant to foster career development and ultimately improve service delivery to Islanders. Each fund has an approval committee in place and the Public Service Commission provides administration services for the fund. There were 482 applications for funding to the unionized

fund and 190 applications to the excluded development fund.

Anticipating the large number of retirements from the public service over the next five years and recognizing that the public service is entering a time of significant change and transition, planning for two programs commenced in November 2007.

Planning began to provide corporate resources to deliver Insights Discovery facilitation to employees and teams throughout government. Insights Discovery is a powerful learning system that uses a simple colour approach to help individuals better understand themselves and develop effective interactions with others. The Insights Discovery Profile introduces a common language within the organization that can help to improve interpersonal skills, team performance and leadership. Insights Discovery has been used by teams within Government for several years.

Excellence in leadership is critical to help organizations bridge through times of change, hence development began on a public sector leadership development program. Preliminary discussions took place to formulate a conceptual model of a leadership development program that could meet the needs of diverse public sector organizations.

### **Diversity**

The PSC continued to work with the PEI Diversity Advisory Committee and the PSC board making progress in our diversity implementation strategy. During the 2007-2008 year, PSC conducted the 2007 Workplace Diversity Survey within the public service. The objective of the survey was to provide an overview and profile of the provincial civil service associated with the following five designated groups: Aboriginal Persons, Persons in a Visible Minority Group, Persons with a Disability, Women in Management, and Men and Women in Non-Traditional Occupations. Overall, 3,936 surveys were distributed among

employees in the public service, of which only 691 or 17.5 per cent completed and returned the survey. Of the 691 respondents, 311 or 45 per cent identified themselves as being in one of the five designated groups. Of the 155 respondents, approximately 22 per cent were identified as Women in Management Positions. The remainder of the respondents identified themselves in the following groups: three were Aboriginal Persons, 27 were Persons in a Visible Minority Group, 39 were Persons with a Disability, and 87 identified themselves as Men and Women in Non-traditional Occupation.

The PSC Diversity Program also worked with a number of departments and agencies to identify diversity training needs. Initial discussions were held with Ceridian Canada to implement workplace diversity training for employees. Customized diversity awareness sessions were also organized with the PEI Population Secretariat and the Community and Correctional Services Division. The PSC Diversity Consultant attended the sessions on Federal/Provincial Consultation Regarding Ratification of the *Convention on the Rights of Persons with Disabilities*.

There was a significant increase of diversity group members seeking employment assistance through the program. By the end of year 2007-2008, there were 469 registered candidates in the inventory. These numbers included 293 persons with disabilities, 32 aboriginal peoples, and 144 members from visible minority groups. With the financial assistance from different departments, the PSC recruited eight individuals under the diversity employment program. In addition, six summer job placements were offered to students who belong to diversity groups. The PSC Diversity Program also encouraged departments to consider candidates from designated groups by referring them for potential employment opportunities.

Representing the PSC and the Diversity Advisory Committee, PSC Diversity Consultant attended a number of provincial and regional meetings such

as Immigration Forums, Population Network, PEI Human Rights Commission and delivered presentations to groups in Holland College, PEI Newcomers Association, Atlantic Culinary Centre, and PEI Native Council and attended the youth employment fair at UPEI. A Diversity Concert was organized during the Public Service Week to honour the growing diversity in today's public sector workplace. The PSC Diversity Program will continue working with community groups, academic institutions and service providing agencies to enhance diversity representation in the workplace.

The 2007 Annual Premier's Award for Diversity Leadership was presented to Kathleen Eaton representing the Provincial Library Service. The 2008 "Diversity Works" calendar was also launched at the ceremony jointly organized by the PEI Human Rights Commission and the PEI Public Service Commission.



Left to right: Premier Robert Ghiz; Chair of the Public Service Commission Basil Haire; and Thilak Tennekone, Diversity Consultant

---

## Classification and Employee Relations Division

---

### ***Classification Services***

The role of Classification Services is to determine the relative worth of jobs. This is fundamental to the employer's commitment to compensate employees fairly and equitably for the work they do.

To this end, Classification Services is responsible for the development, maintenance and administration of the job evaluation process, and the classification plan which establishes the framework for salary negotiations. The section also provides advice on organizational design and compensation.

Classification Services provides services for departments of government including the health sector in accordance with the *Civil Service Act*. Classification services were provided to the regional school boards, the Food Technology Centre under the Department of Development and Technology, PEI Business Development Inc., and to other public sector organizations on a contractual basis.

The division places high priority on communicating with its many clients. The internal government website contains various Classification services resources to assist employees and employers through the classification process.

Approximately 496 classification reviews were conducted by the staff during the year, a 51 per cent increase in reviews completed from last fiscal year. Of this total, approximately 50 per cent of the requests for classification review were for vacant positions. The Classification staff participated in seven appeal hearings.

Due to the volume of classification requests, the division was successful in filling two additional temporary positions increasing the staff

complement to a total of six classification officers.

There were several major initiatives that required the classification of positions including the initial implementation phase for the CIS project which included positions from both the Department of Provincial Treasury and the Department of Health.

The division continued to partner in the Atlantic Benchmark Project, as described in previous annual reports.

### ***Labour Relations***

Labour Relation Services provides assistance to management within the Civil Service on human resource issues; represents the Public Service Commission in collective bargaining within the public sector; provides assistance on the administration and interpretation of the collective agreement between the Government and the Union of Public Sector Employees; develops and implements, with the assistance of Government departments, policies and programs consistent with organizational needs and provides education on modern labour relations practices. The cross-sectoral labour relations contract with Human Resources Associates Inc. is administered by this section.

The collective agreement between the Province of PEI and the Union of Public Sector Employees for the Civil Service expired on March 31, 2007. Negotiations began on March 28, 2007, and were still ongoing at the end of the fiscal year on March 31, 2008.

The Public Service Commission provided labour relations advice to some departments who were undergoing a reorganization to align their services with government's priorities.



Consultations took place with the Union of Public Sector Employees on a number of initiatives including a change to the payroll schedule for the Civil Service, and the implementation of a new payroll system. There were consultations on the devolution of labour market development programs from the Federal Government to the province which includes the transfer of federal positions, and shift schedule changes in IT Shared Services necessitated by the implementation of a client electronic record system (CERNER) in the Department of Health.

Ongoing activities which include providing advice and assistance with disciplinary matters, workplace harassment issues, managing the probationary employee and general performance management continued. Grievance and worksite problem solving are key services of the section.

### ***Employee Assistance Program***

The Employee Assistance Program (EAP) was established in the early 1990s and has been embraced by employees, managers and department leaders and serves civil, health and education sectors. The program continues to function under the direction of the EAP Joint Advisory Committee with representation from both management and unions. The committee's role is to promote EAP in the workplace, assess program effectiveness and provide suggestions to continually improve program delivery. Committee membership changes on a regular basis, keeping the program fresh and energized.

The EAP program assists employees in dealing with personal or work-related issues which affect their work life. The program also supports managers and directors in addressing personnel and work-related problems at an early stage to increase the likelihood of an early and satisfactory resolution that meets both the individual's and employer's needs.

The past year, a year following the Workforce Renewal Program, did result in a significant increase in the EAP caseload. Current research

suggests that increased demand for support is more likely to occur in the second or even the third year after a large reorganization. During this year there were 427 new cases from the civil service, health and education sectors. This is an increase of 80 cases over the previous year.

Of all referrals 83.5 per cent were self-referrals while 9.9 per cent came from management. Even though our program is voluntary and employees have the ability to decline service when offered by their supervisor or manager, most do come for the initial session and then decide if they wish to pursue assistance at this time or if they believe they can make the necessary changes needed on their own.

The presenting problems identified by individuals were as follows: 23.5 per cent for marital issues, 11.8 per cent for family/children issues, 9.6 per cent due to anxiety and 16.9 per cent were job/career issues. This latter number is an increase of five per cent over the previous year.

There were many requests for conflict resolution and/or stress management workshops. We delivered workshops to 215 participants. While requests appear to be related to the ongoing needs of staff in various work settings, some requests are related to the Workforce Renewal Program of two years ago. Similarly there appears to be a great deal of stress surfacing within particular work sites.

In conclusion it was a very busy year for the Employee Assistance Program. It is a privilege to be of service to all government personnel especially when the integrity of the program is founded on impartiality which ensures that the program is not used as a disciplinary measure. This encourages people to access help at an earlier stage which lends for a healthier workforce.

## ***Occupational Health and Safety Program***

During the year the section held 13 training sessions on the Violence in the Workplace Policy with approximately 160 employees attending.

There were 448 employees who attended training sessions on: OHS committees, WHMIS, office ergonomics, workplace inspections/accident investigations, fall protection, confined space awareness and safety for young workers. Customized training sessions continue to be popular with departments.

The number of workplace accidents resulting in time lost from work was 24, down slightly from last year's number of 31. There were 85 employee incidents with no time lost from work.

Ergonomic assessments of office work stations continue to be increasingly requested as employees spend more time at their computers. This year 72 work stations were assessed and recommendations made for correction.

The following are statistics for other OHS activities:

- Indoor air quality tests – 10
- Workplace inspections – one
- Hearing tests – 119

Resource materials were provided to various departments.

This year four employees who received Long Term Disability benefits from Great West Life and Sun Life were involved in a rehabilitation program and returned to work following easeback.



---

## Corporate Services Division

---

The Corporate Services Division provides leadership in the areas of payroll administration, systems administration and corporate services.

### ***Corporate Services and Finance***

The section provides leadership and guidance to all divisional initiatives and activities including the development and management of the PSC budget. Advice is also routinely provided on a range of financial and administrative related matters.

Updates to the Human Resource Policy and Procedures Manual continue to be initiated by the section. The Human Resource Policy and Procedures Manual is accessible to staff through the intranet.

The section coordinates the HR Managers Group which meets on a monthly basis to exchange ideas, communicate information relating to ongoing initiatives, provide input to policies and procedures and discuss HR related issues. The HR Forum is highly valued as a networking and communication vehicle within government.

This section along with the Systems and Administration Section also provides administration services to both the Excluded and UPSE Training and Development Funds.

### ***French Language Training***

For the past number of years, the primary mandate of the Language Training Program has been to provide provincial government employees with quality part-time French language training at a variety of levels from beginner to maintenance. The program supports the provincial *French Language Services Act* and aims to augment government's capacity to provide services in French.

During the period of this annual report, the 1998 federal/provincial partnership offering joint

language training drew to a close as both organizations responded to changing mandates.

A study of provincial needs, conducted in June 2007, explored new delivery options in view of future provincial needs for bilingual services in compliance with the *French Language Services Act*. A primary recommendation was that the province explore contracting a portion of the language training program with the Société éducative de l'Île-du-Prince-Édouard.

Though the study noted a high level of satisfaction with the current part-time programs offered directly through the French Language Training Centre, a desire was expressed for more variety in programs and formats and bilingual employees requested more training in higher competency levels such as the maintenance of French grammar skills.

As the province explored new program and delivery options, part-time courses continued as usual for the year with a total of 266 provincial government employees participating in 40 classes at varying levels of French proficiency.

A new program was piloted on-site for health employees in Summerside. This program was well received and will form the basis of new program offerings to health employees in future years.

Two classes were added to accommodate a request for French language training by Members of the Legislative Assembly.

French language oral proficiency testing is a service offered by French Language Training. Approximately 30 interviews are conducted annually at the request of Staffing Services to validate the French language skills of employees entering bilingual essential positions in PEI government.

In addition to handling assessment requests from Staffing Services for bilingual designated positions, French Language Training maintains the database of provincial bilingual employees. Government employees and students in French language training are regularly offered opportunities to have their skills assessed and re-assessed.

At this time there are approximately 70 bilingual designated positions across the civil and health sectors of government, with a total of about 200 employees having the ability to provide back-up services in French.

### ***Systems and Administration***

Systems and Administration provides a variety of services to the civil service and health sectors and to the internal staff of the Public Service Commission. Services include management of the civil service payroll, Human Resources Management System for the civil service and health sector, advice and assistance on human resource technology initiatives, advice on administration of the collective agreement between government and the Union of Public Sector Employees and Public Service Commission administration.

Services to the departments include reporting on HR data and payroll data. We continue to meet regularly with civil and health sector user groups to ensure processes and systems meet the needs of the various organizations.

There were 2,404.27 full-time equivalent positions in the civil service at March 31, 2008.

The Public Service Commission is leading the corporate initiative relating to the upgrade and implementation of the payroll and Human Resource Management System. In June 2007, the departments of Health and Social Services and Seniors went live on the PeopleSoft HRMS/Payroll system. Work continues on the implementation of other government departments with implementation targeted for 2008.

Systems and Administration continues to support the various divisions of the Public Service Commission and departments to find technical solutions which will assist in the improvement of human resource processes. The Public Service Commission partnered with the Information Technology Management Group of Provincial Treasury in the development of an employee self-service system. It provides employees online viewing of their personal, pay and leave information. It also allows employees to apply for leave online. The Public Service Commission continues to work with departments to provide portal access for employees.

---

## Public Service Commission and the *French Language Services Act*

---

### ***Progress Summary***

A key area of activity in support of the *French Language Services Act*, continued to be the provincial French Language Training Program, offering evening language courses to provincial government employees including the health sector. Over three semesters from September 2007 through June 2008, 266 provincial government employees benefited from French courses held in Charlottetown and Summerside at varying levels. These numbers continue to reflect the strong commitment of provincial government employees to French language training, given an investment of personal time between 21 and 42 hours per semester, with many students attending all three semesters. The participation rate of health employees was stronger than ever, at just over 50 per cent of the total enrollment in French courses for the year.

In order to assist bilingual employees improve their written communication in French, a daytime advanced grammar course was added to the list of regular offerings.

A new program from Collège universitaire de Saint Boniface, Manitoba, was piloted with great success, permitting health employees to learn French in the context of a health care environment.

Two special courses were added for provincial MLAs.

In September 2007, the partnership with the Canada School of Public Service came to a close and the province began exploring different options for delivery of French language training. Over the next several years it will be critical to show corporate leadership in increasing and maintaining bilingual capacity within the government work force.

As part of the process in staffing designated bilingual positions, Staffing Services referred approximately 30 individuals to French Language Training for evaluation of their level of spoken French. The testing service is available to all government departments and any employee desiring a formal rating of their spoken French.

The Public Service Commission also maintains an inventory of bilingual employees within government. Since early 2007, the Public Service Commission has been updating its records on the provincial bilingual workforce, inviting employees to assess their abilities in spoken French through an interview with French Language Training. The updated inventory will provide a more accurate reflection of French language capacity in provincial government, including the health sector.

Bilingual designated positions at the Public Service Commission include a bilingual staffing officer, receptionist, administrative support, manager of French language training and a number of part-time French teachers.

In addition to the designated bilingual positions above, there are a number of Public Service Commission employees who qualify as bilingual.

Job application forms are available in French for those applying for government positions online or in person, and postings for bilingual positions are advertised simultaneously in both official languages in the French media and on the internet.

---

## La Commission de la fonction publique et la Loi sur les services en français

---

### **Rapport récapitulatif**

Un domaine clé d'activité à l'appui de la Loi sur les services en français est toujours le Programme de formation linguistique en français de la province qui offre des cours de langue en soirée aux employés du gouvernement provincial, y compris ceux du secteur de la santé. Au cours de trois semestres, soit de septembre 2007 jusqu'à juin 2008, 266 employés du gouvernement provincial ont profité des cours de français offerts à Charlottetown et à Summerside à divers niveaux. Ces chiffres continuent de refléter le solide engagement des employés du gouvernement provincial à la formation linguistique en français, étant donné l'investissement d'heures personnelles, soit de 21 à 42 heures par semestre. De nombreux étudiants ont assisté aux cours pendant les trois semestres. Le taux de participation des employés du domaine de la santé a été plus élevé que jamais, soit un peu plus de 50 pour cent du total des inscriptions aux cours de français pendant l'année.

Afin d'aider les employés bilingues à améliorer leur communication écrite en français, on a ajouté un cours de grammaire avancée d'une durée d'une journée à la liste des cours réguliers.

Un nouveau programme du Collège universitaire de Saint-Boniface au Manitoba a été piloté avec grand succès, permettant aux employés du domaine de la santé d'apprendre le français dans le contexte des soins de santé.

Deux cours spéciaux ont été ajoutés pour les membres de l'Assemblée législative de la province.

En septembre 2007, le partenariat avec l'École de la fonction publique du Canada a pris fin. La province a commencé à explorer différentes options de formation en français. Au cours des prochaines années, il sera essentiel de démontrer

du leadership organisationnel pour augmenter et entretenir une capacité bilingue au sein de la main-d'œuvre gouvernementale.

Le Service de dotation a dirigé environ 30 personnes vers la formation linguistique pour faire évaluer leur niveau de français oral comme partie du processus de dotation de postes désignés bilingues. Ce service est disponible à tous les ministères gouvernementaux et à tout employé qui voudrait faire évaluer ses compétences en français oral.

La Commission de la fonction publique conserve également un répertoire d'employés bilingues au sein du gouvernement. Depuis le début de 2007, la Commission de la fonction publique met ses dossiers à jour au sujet de la main-d'œuvre bilingue provinciale, invitant les employés à faire évaluer leurs compétences en français oral par l'entremise d'une entrevue menée par la Formation linguistique. Le répertoire mis à jour reflétera de façon plus précise la capacité du gouvernement, y compris le secteur de la santé, à offrir des services en français.

Les postes désignés bilingues à la Commission de la fonction publique incluent un agent de dotation bilingue, une réceptionniste, une adjointe administrative, un gérant de programmes de formation linguistique en français et plusieurs enseignants de français à temps partiel.

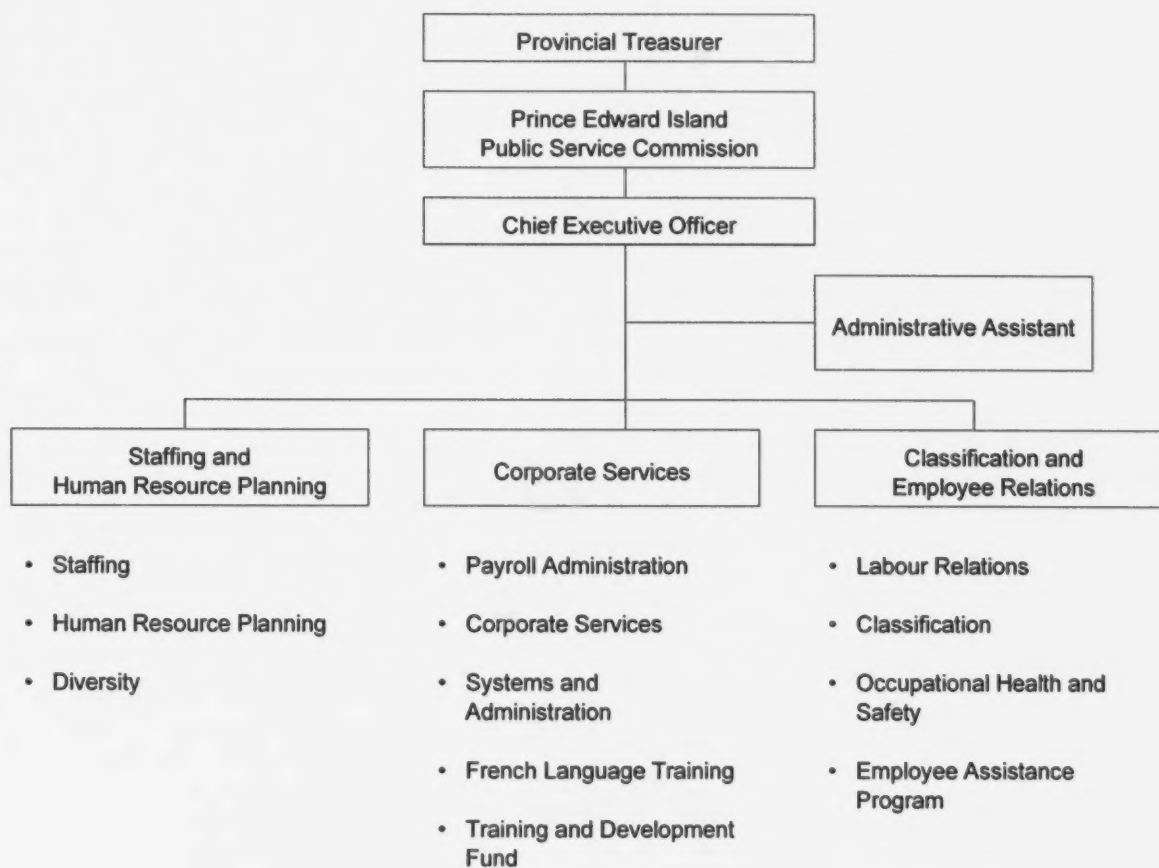
En plus des postes désignés bilingues ci-dessus, il y a un certain nombre d'employés de la Commission de la fonction publique qui se qualifient de bilingues.

On peut se procurer les formulaires de demande d'emploi gouvernemental en français en ligne ou en personne. Les postes bilingues sont annoncés simultanément dans les deux langues officielles, dans les médias francophones et sur Internet.

---

## Organizational Chart

---





## Appendix A – Public Service Commission Budget

Public Service Commission Expenditures and Revenue			
Division	Unaudited Actual 2007/2008	Budget Revised 2007/2008	Budget Estimate 2007/2008
<b>Expenditure Budget</b>			
Management	213,533	214,100	210,200
Classification and Employee Relations	1,704,922	1,721,800	1,737,500
Staffing and HR Planning	2,160,666	2,174,000	2,098,500
Corporate Services	1,153,455	1,186,900	1,182,400
<b>Total PSC Expenditures</b>	<b>\$5,232,576</b>	<b>\$5,296,800</b>	<b>\$5,228,600</b>
<b>Revenue Budget</b>			
Management	0	0	0
Classification and Employee Relations	60,000	75,000	75,000
Staffing and HR Planning	506,334	506,300	506,300
Corporate Services	188,393	180,000	243,400
<b>Total PSC Revenue</b>	<b>\$754,727</b>	<b>\$761,300</b>	<b>\$824,700</b>



## Appendix B-1 – Civil Service Establishment

Department/Agency	Exec. Division	Classified Division								Casual Division	Total All Divisions
		Employees					Vacant Positions			Total	
		FT	EXL FT	PT	EXL PT	Total	FT	PT	Total		
Agriculture	2	70	11	18	0	99	13	0	13	20	134
Attorney General	1	219	51	48	0	318	17	2	19	67	405
Auditor General	1	0	17	0	0	17	2	0	2	0	20
Communities, Cultural Affairs and Labour	1	109	16	27	0	152	12	9	21	29	203
Development and Technology	1	52	7	6	0	65	5	1	6	13	85
Education	1	42	13	0	0	55	4	0	4	32	92
Employment Development Agency	0	4	1	1	0	6	2	0	2	1	9
Executive Council	4	6	12	0	1	19	11	0	11	5	39
Environment, Energy and Forestry	1	101	9	33	0	143	9	3	12	14	170
Fisheries and Aquaculture	1	14	2	4	0	20	3	1	4	4	29
Liquor Control Commission	1	86	6	33	0	125	10	20	30	173	329
Provincial Treasury	1	232	50	0	0	282	87	0	87	56	426
Public Service Commission	1	0	46	0	2	48	5	1	6	20	75
Social Services and Seniors	1	308	42	30	0	380	7	3	10	17	408
Tourism	1	36	10	71	0	117	6	10	16	60	194
Transportation and Public Works	1	386	22	176	0	584	21	28	49	163	797
<b>Total March 31, 2008</b>	<b>19</b>	<b>1,665</b>	<b>315</b>	<b>447</b>	<b>3</b>	<b>2,430</b>	<b>214</b>	<b>78</b>	<b>292</b>	<b>674</b>	<b>3,415</b>
<b>Total March 31, 2007</b>	<b>16</b>	<b>1,631</b>	<b>307</b>	<b>395</b>	<b>4</b>	<b>2,337</b>	<b>239</b>	<b>104</b>	<b>343</b>	<b>628</b>	<b>3,324</b>
<b>Difference</b>	<b>3</b>	<b>34</b>	<b>8</b>	<b>52</b>	<b>(1)</b>	<b>93</b>	<b>(25)</b>	<b>(26)</b>	<b>(51)</b>	<b>46</b>	<b>91</b>
Legend: FT = Full-time EXL FT = Excluded Full-Time PT = Part-Time EXL PT = Excluded Part-Time											

---

## Appendix B-2 – Length of Service Profile

---

**Classified Division  
Full-time and Part-time  
March 31, 2008**

<b>Service</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Percentage of Total</b>
<2	92	73	165	6.8
2 – 5	155	155	310	12.8
6 – 10	440	339	779	32
11 – 15	82	144	226	9.3
16 – 20	225	176	401	16.5
21 – 25	97	106	203	8.4
26 – 30	112	78	190	7.8
31 +	63	93	156	6.4
<b>Total</b>	<b>1,266</b>	<b>1,164</b>	<b>2,430</b>	<b>100.0%</b>
<b>Average Years of Service</b>	13.6	14.2	13.9	

---

## Appendix B-3 – Age Profile

---

**Classified Division  
Full-time and Part-time  
March 31, 2008**

<b>Age</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Percentage of Total</b>
Under 25	2	4	6	0.3%
25 – 29	34	48	82	3.4%
30 – 34	100	118	218	9.0%
35 – 39	130	140	270	11.1%
40 – 44	179	169	348	14.3%
45 – 49	232	227	459	18.9%
50 – 54	286	263	549	22.6%
55 – 59	193	153	346	14.2%
60 – 64	85	35	120	4.9%
Over 65	27	5	32	1.3%
<b>Total</b>	<b>1,268</b>	<b>1,162</b>	<b>2,430</b>	<b>100%</b>
<b>Average Age</b>	<b>48.1</b>	<b>46.2</b>	<b>47.2</b>	<b>141.5</b>

---

## Appendix B-4 – Departmental Profile

---

**Classified Division  
Full-time and Part-time  
March 31, 2008**

Department	Male	Female	Total
Agriculture	48	53	101
Attorney General	140	178	318
Auditor General	6	11	17
Communities, Cultural Affairs and Labour	62	89	151
Development and Technology	6	18	24
Education	8	34	42
Employment Development Agency	2	4	6
Executive Council	4	15	19
Environment, Energy and Forestry	96	47	143
Fisheries, Aquaculture and Rural Development	17	55	72
Liquor Control Commission	60	65	125
Provincial Treasury	167	115	282
Public Service Commission	9	39	48
Social Services and Seniors	85	295	380
Transportation and Public Works	488	97	585
Tourism	68	49	117
<b>Total</b>	<b>1,266</b>	<b>1,164</b>	<b>2,430</b>

---

## Appendix B-5 – Separations

---

**Classified Division**  
**March 31, 2008**

Reason	Male	Female	Total
Retirement	11	7	18
Resigned	25	24	49
Dismissed	1	0	1
Deceased	3	0	3
Lay-off	6	4	10
<b>Total</b>	<b>46</b>	<b>35</b>	<b>81</b>



---

## Appendix C-1 – 2007-2008 Staffing Statistics

---

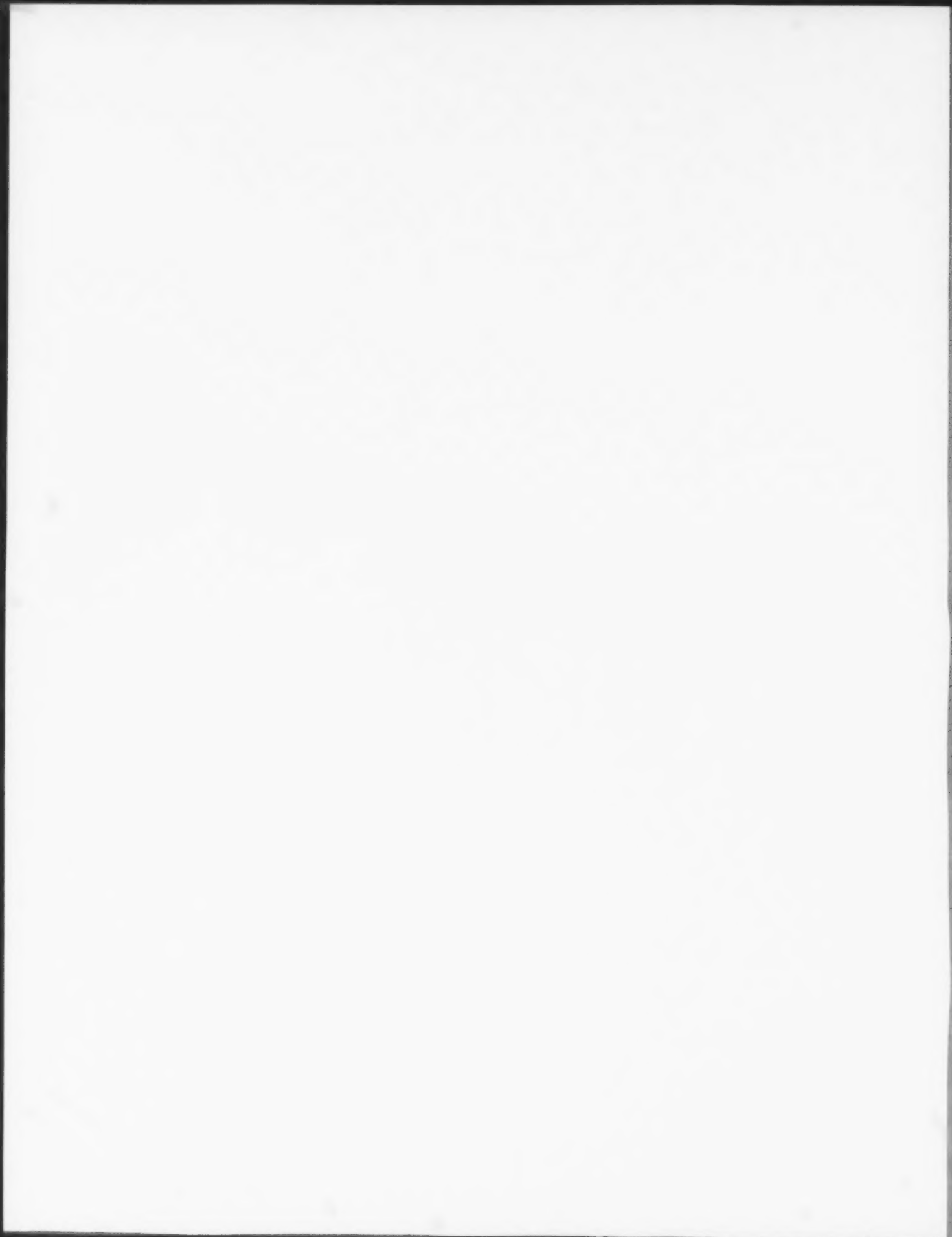
	Government	Health Sector	Total
<b>Competitions</b>			
Internal Competitions	405	1,549	1,954
External Competitions	239	155	394
<b>Total Competitions</b>	<b>644</b>	<b>1,704</b>	<b>2,348</b>
Competition Applicants	5,416	13,527	18,943
Qualified/Eligible Applicants	2,048	8,519	10,567
<b>Appointments</b>			
Permanent Appointments	370	756	1,126
Temporary and Casual Appointments	270	1,213	1,483
<b>Total Appointments</b>	<b>640</b>	<b>1,969</b>	<b>2,609</b>

---

## Appendix D – 2007-2008 Classification Report

---

Location	Positions Classified
PEI Civil Service	317
Health Sector	134
Education Sector	5
PEI Liquor Control Commission	15
Other	25
<b>Total</b>	<b>496</b>





Printed by the Document Publishing Centre  
Design: Strategic Marketing and Graphic Design  
2009

09AN35-223718